## **Self Service**

# User Guide

### **Self-Service Overview and Log-In Instructions:**

- Self-Service is a user-friendly access point to your academic and financial records that allows you to monitor your path toward graduation, plan and schedule classes, and keep track of your finances
- Find the MY`ACM tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log in to Self-Service with your USERNAME and PASSWORD
- Click on the bank icon on the left bar, students can also review their bill, determine their financial aid status including documentation needed and awards received.
- Other options include a quick review of your grades, request an official transcript, or view/print an unofficial transcript. These options are available from the graduation cap icon on the left bar

### How to Plan and Register Your Courses:

- Find the MYACM tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your USERNAME and PASSWORD
- Select Student Planning
- Select Option 1 My Progress
- Review your path toward graduation. Classes that display green are those you are currently in or have completed. Classes that display red are those you still need to complete.
- Once you have decided on the class you want to schedule you can click directly on the course link, or from the <u>Academics</u> drop down menu at the top of the screen select the **Course Catalog**
- In Course Catalog you can search by subject, term, location, instructor, etc.
- Once you find the course and section you want, select Add Section to Schedule
- Continue this process until you have selected all your classes
- Click on the **<u>Student Planning</u>** drop down menu at the top of the screen and select **Plan & Schedule**
- Select the term (Fall, Spring, Summer) with arrow in upper left corner
- Planned classes will display yellow in calendar or list form
- Click the blue **Register Now** button on the upper right of the screen to register for all the planned courses at once
- Once successfully registered your classes will display green instead of yellow

### How to View Your Bill and/or Establish a Payment Plan:

How to View Your Bill, Pay in Full, or Set Up a Payment Plan:

- Find the MY ACM tab at the top ACM homepage, select self-service from the dropdown menu
- Log on to self-service with your USER ID and PASSWORD
- Under ACADEMIC PROFILE, select Student Planning, Enrollment, and Grades
- Click on Bank Icon to the left of the screen
- Select Student Finance
- Select Account Summary
- Click on the semester you want to view
- Click on View Statement

To pay your bill in full:

- Click the Bank Icon to the left of the screen
- Select Student Finance
- Select Make Payment

To establish a payment plan:

- Students will need their balance due and Student ID number when signing up for the payment plan.
- Whether students have used the payment plan before or not, they will need to create a username and password and reenter all their information.
- The payment plan fee will increase to \$35 for the fall and \$25 for the Summer.
- Click on the link below to set up a payment plan: <u>https://mycollegepaymentplan.com/allegany</u>

(This link has been added to the self-service page under "Helpful Links," where students can see their semester balances. It is also on the Business Office webpage.)

- Click on Enroll Today
- Create a Username and Password if you are enrolling for the first time. If you are a returning user, sign in to continue.
- The payment plan fee is \$35.

#### How to view and print your schedule:

- Find the MYACM tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your USERNAME and PASSWORD
- Select <u>Student Planning</u>
- Select Option 2 Plan and Schedule
- Select the term (Fall, Spring, Summer) with arrow in upper left corner. Select Print in the middle of the screen (under where you selected your term)

### How to Drop and/or Add a class:

- Find the MYACM tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your USER ID and PASSWORD
- Select Student Planning,
- Select Option 2 Plan and Schedule
- Select the term (Fall, Spring, Summer) with arrow in upper left corner
- To drop a class before the semester starts, scroll down course bar on left, select class and click on the blue **Drop** button, a prompt will then ask you to confirm
- To add a class, make sure that it is added to your plan, select the course from the course bar on left, and click on the blue **Register** button
- Planned classes once registered will turn green
- Dropped classes will turn yellow and can be removed from your plan by clicking on the x on upper right corner of course tab
- NOTE: STUDENTS CANNOT DROP OR ADD ON SELF-SERVICE ONCE THE SEMESTER BEGINS. PLEASE CONTACT THE REGISTRATION OFFICE AT 301-784-5198 OR EMAIL admissions@allegany.edu FOR HELP WITH DROPPING/ADDING AFTER THE SEMESTER STARTS.

### How to View Your Past Grades or Current Midterm Grades:

- Find the MYACM tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your USERNAME and PASSWORD
- Click on the Graduation Cap Icon to the left of the screen
- Select Grades on the drop-down menu
- Select the semester you wish to see your grades
- You can also opt to download your unofficial transcript

#### How to View Your Unofficial Transcript:

- Find the **MYACM** tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your USERNAME and PASSWORD
- Click on the Graduation Cap Icon to the left of the screen
- Select Unofficial Transcript on the drop-down menu
- Click on the <u>Unofficial Transcript</u> hyperlink
- Your downloaded unofficial transcript can be printed or saved to a file

### How to Change Your Address or Phone Number

### Address

- Find your username at the top left of the page and click on it
- Click on User Profile
- Click on the pencil under Remove or Edit
- Fill in new address
- Click Update Address
- Your address will be updated within 1-2 business days

#### Phone number

- Find your username at the top left of the page and click on it
- Click on User Profile
- Click on the Change of Phone Number Form link that is in the directions on the page.
- Fill out the form
- Click submit
- Your phone number will be updated within 1-2 business days

#### How to Request an Enrollment Verification

- Find the MYACM tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your USER ID and PASSWORD
- Select ACADEMICS in the top left corner
- Select Student Planning
- Click ENROLLMENT VERIFICATIONS from the drop-down menu
- Click Add New Request
- Fill out the requested information
- Click Submit
- **NOTE**: If you would like to have your enrollment verification emailed, in the address line type your email address and still fill out the rest of the fields. We will then know to email it.

#### How to View Your Financial Aid Status:

- Find the MY ACM tab at the top ACM homepage, select Self-Service from the drop-down menu
- Log on to Self-Service with your USER ID and PASSWORD
- Click on the **Bank Icon** to the left of the screen
- Select Financial Aid
- Select Financial Aid Home

• You will be able to see the status of your application, any documents you still need to complete, and if you have any pending awards to accept

You can also contact the Student Financial Aid Office at 301-784-5213 or studentfinancialaid@allegany.edu

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